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# AWARENESS TECHNOLOGIES

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## REQUEST FOR PROPOSAL

Issue Date: April 2<sup>nd</sup>, 2010

Due Date: April 20<sup>th</sup>, 2010

Notice is given that proposals will be received by Awareness Technologies for the “Online File Storage Data Deduplication” project. Proposals should be filed via electronic mail to Denny Cherry ([dcherry@awarenesstech.com](mailto:dcherry@awarenesstech.com)) and must be received no later than 6pm Pacific Time on April 20<sup>th</sup>, 2010.

Awareness Technologies reserves the right to reject any and all proposals and to waive irregularities and informalities in the submittal and evaluation process. This RFP does not obligate Awareness Technologies to pay any costs incurred by respondents in the preparation and submission of a proposal. Furthermore, the RFP does not obligate Awareness Technologies to accept or contract for any expressed or implied services.

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## GENERAL RFP INFORMATION

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### RFP OFFICAL CONTACT

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Upon release of this RFP, all vendor communications concerning this RFP should be directed to Denny Cherry (contact information is listed below). Any oral communications will be considered unofficial and non-binding to all parties. Vendors should rely only on written statements issued by the RFP official RFP contact.

Name: Denny Cherry

Email: [dcherry@awarenesstech.com](mailto:dcherry@awarenesstech.com)

Mailing Address: 7654 Walnut Grove Ave

Corona, CA 92880

Telephone: 310-822-4460 x410

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### PROJECT SCHEDULE

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All times should be assumed to be by 6pm Pacific time on the date shown. Awareness Technologies reserves the right to adjust this schedule as necessary. Any vendors who have information the RFP coordinator will be informed of schedule changes within a timely manner.

Release RFP to Vendors	April 2 <sup>nd</sup> , 2010
Vendor Questions (if any) Due	April 9 <sup>th</sup> , 2010
Answers to Vendor Questions Due	April 13 <sup>th</sup> , 2010
Proposal Responses Due	April 20 <sup>th</sup> , 2010
Vendor Interviews (as needed)	April 22 <sup>nd</sup> , 2010
Vendor Selection	April 26 <sup>th</sup> , 2010
Contract Negotiations Completed	TBD
Contract Signed	TBD
Work Begins	TBD
Final Acceptance	TBD

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### LETTER OF INTENT

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Vendors wish to submit proposals are requested to provide a written letter of intent to propose by April 9<sup>th</sup>, 2010. An email sent to [dcherry@awarenesstech.com](mailto:dcherry@awarenesstech.com) is fine. The letter should identify the name, phone and email address of the person who will serve as the primary contact regarding this RFP.

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### QUESTIONS REGARDING THE RFP

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Vendors who request clarification of this RFPs requirements may submit written questions to the RFP contact by 6pm Pacific Time on April 9<sup>th</sup>, 2010. A copy of all questions received and answers sent will be sent to all vendors who have submitted a letter of intent by the afternoon of April 13<sup>th</sup>, 2010. All questions should be emailed to the RFP contact at [dcherry@awarenesstech.com](mailto:dcherry@awarenesstech.com).

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## PROPOSAL SUBMISSION

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Vendors must prepare proposals as documented in this section. Proposals which are not submitted in this format will not be accepted.

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### DUE DATE

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Proposals must be received by the RFP Contact no later than 6pm Pacific Time on April 20<sup>th</sup>, 2010. Late proposals will not be accepted nor will additional time be granted to any vendor.

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### METHOD OF SUBMISSION

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All proposals must be received via e-mail at [dcherry@awarenesstech.com](mailto:dcherry@awarenesstech.com).

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### MULTIPLE SUBMISSIONS

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If a vendor has multiple competing solutions, the vendor is encouraged to submit multiple proposals. Each proposal should be submitted independently, and each one will be evaluated independently of any others submitted.

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## EVALUATION PROCEDURES

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The RFP Contact and other Awareness Technologies staff will evaluate all submitted proposals. The evaluation will consider how well each proposed solution meets the requirements of the project. While cost will be a factor in the decision making process, Awareness Technologies is not simply looking for the lowest cost solution available. Awareness Technologies reserves the right to request an in person presentation to the selection team.

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## PROPOSAL PREPARATION INSTRUCTIONS

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Use your best judgment when submitting your proposals response. Awareness Technologies does not feel it is necessary to require a specific format for proposals. Please be sure to include project timelines and projected costs for the full implementation of this project.

## PROBLEM TO BE SOLVED

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Awareness Technologies stores data which has been gathered from our client's computers via a proprietary software package which is installed on our customer's computers. This data is stored for a variable duration of time based on the client's contract anywhere from 14 days, to a non-specific amount of time based on the amount of storage they rent from us.

At the time this RFP was written we have allocated 8.5 TB of storage to our file servers. The files being stored are Emails (including any attachments), Instant Message logs, Keystroke logs, and Screenshots. These files are currently stored in an uncompressed format (with the exception of the screenshot images which are stored as JPEG files).

Of the 8.5 TB of storage which has been presented to our file servers, approximately 6.0 TB of storage is in use with the remaining 2.5 TB of storage being unallocated space waiting for new data to be uploaded. Currently all data is stored on an EMC CLARiiON CX4-240.

We have two categories of data within the file server which are Consumer and Corporate. Our Corporate data has an additional requirement of being indexed by the Microsoft Indexing server. This requirement for our Corporate data should be kept in mind when submitting your proposal.

## PROJECT DESCRIPTION

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In order to reduce our capital expenses as we continue to grow we are looking for solutions which can augment or replace our existing file server storage. In order to be considered as a replacement for our file servers the proposed solution should include a real-time data deduplication process in order to reduce our storage capacity requirements as well as our storage IO requirements.

While we would prefer to be able to continue to leverage our existing investment in our EMC CLARiiON array for this new solution, this however is not a requirement.

As mentioned in the above section we have two classes of data, referenced as Consumer and Corporate. While these classes of data contain the same data types, the duration of data is different, as are the post processing requirements.

All data must be stored on redundant storage arrays so that the data can survive disk failures.

All data must be accessed from our application servers via a Windows network name, as if we were connecting to a Windows network share. NTFS permissions must be used and enforced, and controlled via our existing Active Directory domain.

Any proposed solution should be compatible with Enterprise level tape backup solutions so that upon implementation of a tape backup solution this proposed solution can continue to be used.

Any proposed solution should maintain the current high availability that we have with our current Active/Active File Server Cluster and EMC CLARiiON array with its Active/Passive storage processors. No weight will be given to an Active/Active solution over an Active/Passive solution.

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### CONSUMER DATA

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For data stored within our Consumer data class, data is retained for no more and no less than 14 days. Consumer data has no special access requirements beyond that which is mentioned above.

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### CORPORATE DATA

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For data stored within our Corporate data class data is retained for no less than 14 days, but may be retained for a longer period of time based on the customer's wishes. Corporate data must also be indexed via the Windows 2003 Indexing Service or another Indexing Service of our choosing without causing an unacceptable performance overhead.

All data within the Corporate data class must also be backed up via some sort of snapshotting technologies in order to prevent against accidental data deletion by the customer.

## APPENDICES

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### VENDOR'S COST TO DEVELOP PROPOSAL

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Any costs for developing and delivering proposals to this RFP are entirely the obligation of the vendor and shall not be chargeable in any manner to Awareness Technologies.

### WITHDRAWAL OF PROPOSALS

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Proposals may be withdrawn at any time prior to the submissions time specified within this RFP, provided that notification is made to the RFP contact.

### REJECTION OF PROPOSALS

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Awareness Technologies reserves the right to reject any or all proposals, to waive any minor informalities or irregularities contained within any proposal submitted.

### PROPOSAL VAILIDITY PERIOD

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Submission of a proposal will signify the vendor's agreement that its proposal and all content within the proposal are valid for 180 days following the submission deadline date as noted above.

### CONTRACT AWARD AND EXECUTION

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Awareness Technologies reserves the right to make an award of this RFP without further discussion of the proposal submitted.

No costs chargeable to Awareness Technologies for this RFP or project may be incurred by Awareness Technologies until such time as a contract has been signed and executed.